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LINKs volunteers help Infection Control in Bournemouth & Poole hospitals



Picture: NHS Staff with LINKs volunteers Vicky Millward (second from left) and Robert Kensley (far right)

In our last newsletter we told you about LINKs volunteers who have been working on the issue of Infection Control with NHS Bournemouth & Poole. They recently helped to produce posters and information about keeping your hands clean in hospital. Here is an article about the outcome of this work, written by NHS Bournemouth & Poole:

Fantastic MRSA results launches new 'Clean Your Hands' campaign

MRSA infections in Bournemouth and Poole Hospitals have fallen by more than 90% over the last three years, meaning that our hospitals have some of the lowest rates of MRSA in England. The announcement of this fantastic achievement in October led to coverage on BBC South Today, all local radio stations and the Echo. Staff are now carrying on the battle against infections by fronting a brand new 'Clean Your Hands' campaign which launched in November.

To find out what we could do to raise people's confidence and maintain our high standards of cleanliness, a campaign project team consulted a group of volunteers from the Local Involvement Network (LINKs).

Vicky Millward, who took part in the LINKs group, said:

"I was really impressed by the group when I went along. I was expecting there to be lots of experts there telling us what they thought, but the people from the PCT and the hospitals were really keen to

Contact us

Email us:

contact@makesachange.org.uk

Call us: 0300 111 0102

Monday-Thursday 9-5

Friday 10-4.30

Write to us at:

Freepost Licence No.
BH1902, LINKs,
896 Christchurch Road
Bournemouth
BH7 6BR

Your local LINK Development Officers:

Bournemouth
Chris Wakefield

Dorset
Annie Dimmick &
Sarah Peters

Poole
Louise Bate



listen to what we had to say. They were really open to our ideas and what we could contribute to the project.”

Robert Kensley, who also sat on the LINKs group, said that he thought the project was a sign that the NHS was listening to people in the community.

“It was great that the NHS was asking us what we thought. They were saying ‘we need your help because we don’t know what you expect, and we need to know what is happening out in the community’. The project helped to break down some barriers.”

The team tested out key messages with the LINKs group and the Infection Control Matrons from Poole and Bournemouth Hospitals, and discussions resulted in six key messages which everyone supported.

Nerys Case is Communications Manager at the PCT and led on the project for the health community, said:

“It was fantastic to see all the NHS organisations in Bournemouth and Poole working with people from the community to tackle an issue which affects us all. We managed to create messages which remind people of how they can help, as well as telling them how much the hospitals are already doing to combat infections. Supporting each other and being flexible meant that we came up with a campaign which we can all be proud of.”

The campaign features life-sized cardboard cut outs of hospital matrons which will be strategically positioned in the hospitals to remind visitors of how they can help with infection control. It also features a series of posters and a film which is being shown in GP and hospital waiting rooms and on websites.

AREA UPDATES

BOURNEMOUTH

The Bournemouth LINK is now recruiting new members to its Stewardship Group and Priorities Panel, (please see advert), now that the tenure of the former group is at an end. I would like to thank the members for the hard work that has been undertaken to establish the Bournemouth LINK and for the work that has been undertaken on its work plan.

Some of the issues I’ve been working on, on behalf of the LINK:

1. Adeline Road surgery has now moved to Shelley Manor. An issue was brought to the LINK around accessibility via public transport. I am happy to report that bus route 31 has been re-routed via the surgery. It is my understanding that users of the new surgery are very happy with the facilities, as well as the staff with their new working environment.
2. A meeting has been requested to meet with the team at St Ann’s Hospital to discuss accessibility issues for older people to the hospital grounds.
3. A piece of work is being undertaken to look at the accessibility issues for local people to get to health appointments.
4. A further piece of work is being undertaken to review the issues surrounding Disabled Facilities Grants.



Poem

A day sharp as frost.
He's homeless and lost.
No family, food
No-one to include
Him at Christmas,
desperate.
Officials separate
He's an inconvenience,
So goes, with obedience.
Needs guidance and help,
Herded out like a whelp.

I'm writing to you
I don't know what you do
But there needed to be
A notice he could see
With clear information
And a good explanation
So he'd have known where
to go.
He was not a hobo.

If it is in your power,
Please draft one this hour
And prominently display
There needs be no outlay
Just addresses of those
Who can help transpose
Such misery woeful
Please help. I'll be grateful.

© C. H Atkins

(Many thanks to Catherine
Atkins for allowing us to print
this poem)

We would be glad to hear from you if you have information that may be able to assist us in the work being undertaken in the above areas.

I have undertaken a campaign to raise the profile of LINKs in the Bournemouth area and to gather local people's experiences of their Health and Social Care services. To date, I have visited 20 G.P. Surgeries in addition to Libraries, Community Centres and Children's Centres. I attended "Fab At 50" in the Bournemouth International Centre; Asda at St Paul's; Boscombe Library; Bournemouth Library and Bournemouth People's First Yellow Book Launch. I have spoken with representatives from DOTs Disability, Crumbs, SURF, Michael House, Chamber of Trade, Community Care Services, Bournemouth Borough Council – Housing Landlord Services and many more.

Do you know of a group that would like more information on the LINKs network? If so, please ask them to get in touch.

We need more comments and more LINK participants, so please encourage your family, friends, work colleagues to help Make A Difference by engaging with us and commenting on Health and Social Care in Bournemouth.

Seasons greetings and I look forward to updating you in the New Year, Chris Wakefield – LINKs Development Officer – Bournemouth

POOLE

Your comments have told us that along with our work plan (Dentistry, Direct Payments Information and Infection Control) you'd also like to see the LINK working on Elderly Care and Carers. We're gathering more information by working with Poole Council to ensure that carers are involved in planning future services. We are also adding your elderly care comments to the Dignity & Respect Working Party report - please complete the survey on the back page of this newsletter to help us with this project and have the chance to win a £20 Tesco voucher.

The stewardship group met up with the Poole 'enter and view' trainees in November, to discuss our work plan and look at ways of working together. We're always looking for more volunteers – so if you'd like to find out more, please get in touch.

Amongst our autumn LINK promotions we gave away over 200 LINK goody bags to commuters at Poole Train Station in November, which meant an early 6am start! In December Poole LINK had a promotion stand at Poole Forums Health Event on 2nd, and we will be at Poole Central Library on 14th Dec. We are also holding a LINKs event at the Lighthouse on 10th December. If you'd like a LINKs talk or information stand at your event, please give me a ring on Tel: 0300 111 0102.

Seasons Greetings, Louise Bate – Poole LINK Development Officer

DORSET

Dorset LINK is currently working alongside the Dorset County Council Health Scrutiny Committee on a review of dementia services in Dorset. The LINK wants to hear from people who may have the illness or their carers, friends and relatives. We have developed a very



Reminiscence Collection

Dorset Library Service has a collection of books, known as the Reminiscence Collection, which is aimed particularly at carers or others working with people suffering from dementia or other mental health problems. The books in the collection cover a range of topics, have predominantly photographic content and can be requested from any Dorset library. The Reminiscence Collection is housed at our headquarters in Dorchester and books in the collection can be requested free of charge.

For further information contact:
c.pullen@dorsetcc.gov.uk
or call in at your local Dorset library

**HELP
WANTED**

short and easy to complete survey. If people would prefer to talk to someone direct we will be out and about at day centres, care homes, memory cafes and carers groups amongst others, over the next few months. We will be gathering views and working with partners such as the Alzheimer's Society, Age Concern, POPP and many more in order to reach as many people as possible who live with dementia. The information we gather from local people will inform the overall review of services across the county. We hope to highlight any gaps in services and identify good practice as well. If you want to know more about the project or would like to get involved, or know someone who may wish to complete a survey, please contact Annie Dimmick or Sarah Peters on 07717 702131 or at annie.dimmick@makesachange.org.uk

Seasons Greetings, Annie Dimmick & Sarah Peters

DORSET DEMENTIA REVIEW

If you know someone with dementia or someone caring for a person with dementia, you may like to take part in the Dorset Dementia Review survey. You can help by completing a short questionnaire or talking to Dorset LINK about access to services.

Contact Dorset LINK today and look out for more information about this in our next newsletter.

SPECIAL REQUEST

We have two requests for our readers:

- 1) Please check that our email address is added to your safe senders list / mark as safe. This way whenever we send out an email from contact@makesachange.org.uk the email will go straight to your inbox and not into your junk mail.
- 2) Are you receiving this newsletter by post? Would you like to help save paper and cut costs? If so we can send our newsletters to you by email. Simply tell us your name and email address (our contact details are on p. 2)

YOU CAN HELP!

The Bournemouth LINK is an innovative local watchdog for health and social care.

The Stewardship Group looks after the operation of the LINK in terms of its resources and ensures that it operates in a legal and proper way, in accordance with its governing arrangements. It also oversees the operation of the LINK's Priorities Panel and LINK projects. The term of office for the current Bournemouth LINK's Stewardship Group has now come to an end and we are seeking expressions of interest for new members.

Inspirational Quote:

'No bird soars too high, if he soars with his own wings'

William Blake,
English poet & painter

The Living Histories Group is recruiting now!

Are you interested in the changing face of Poole and Hamworthy? Would you like to learn more about Poole as it used to be? Are you interested in other people's stories?

The aim of the Living Histories project is to celebrate Poole and its diversity by exploring its past, present and future as experienced by people who live, work and play here.

If you are a good listener, have good attention to detail and an interest in Poole Old Town and Hamworthy past, present or future then this group is for you.

The group is looking for volunteers to get materials ready for a community-touring exhibition.

For more information, contact Katie Gardiner on 01202 262607, or email: c.gardiner@poole.gov.uk

Do you have skills in the following areas?

- Communications and PR
- Equality and diversity
- Governance
- Community engagement and partnerships
- Facilitation skills
- Finance
- Performance management
- Project management
- Strategic thinker

This is your exciting opportunity to influence the way your health and social care services are delivered in Bournemouth.

To register your interest in being part of the Stewardship Group or being involved in the Priorities Panel or to find out more:

Use our contact details on page 2 of this newsletter. You can telephone, email or write to us.

Closing date for expressions of interest: 23rd December 2009

A decision will then be made in January. The Stewardship Group members are entitled to reimbursement of their travel and certain other costs.

EASY SUDOKU

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		4			2		7	

The answers will be printed in the next newsletter

Give feedback about Foot Care in Bournemouth and Poole

A message from Nikki King at NHS Bournemouth and Poole:

Do you attend the NHS podiatry (chiroprody) service in Bournemouth, Poole or Dorset? Or, are you a carer or family member of someone that does? If so the podiatry service would like to hear from you.

We would like your help to ensure that we provide a podiatry service which reflects your needs - your feedback can help us to do this. Maybe you have a suggestion about how the service could be improved or would like to be involved in a group which discusses service improvements and redesign?

If you would like to share your feedback or join our new 'user group' please contact Nikki King who will be delighted to discuss this with you. Nikki can be contacted on 01202 720647, via email to nicola.king@bp-pct.nhs.uk or by post to the Podiatry Service, 11 Shelley Road, Boscombe, Bournemouth, Dorset, BH1 4JQ.

Please advise us if your contact details change or if you no longer wish to be a participant in the LINKs. Our contact details are on page 2 of this newsletter.

POOLE LINK DENTISTRY PROJECT

Thanks to everyone who attended the Poole LINK Dentistry Discussion Group on 23rd November in Poole. We talked about the main dentistry issues that you've raised with us:

1. Information – lots of people don't know how to find an NHS Dentist in Poole
2. Geography – the LINK has gathered comments from Hamworthy that there are no local NHS dentists in that area
3. Cost – confusion over costs and what NHS dentistry covers
4. Waiting times – issues raised about 3 to 4 month waiting lists
5. Access – some dental surgeries are upstairs with no disabled / pushchair access

We are now drawing up an action plan which will include gathering more information in Hamworthy, advising NHS Bournemouth & Poole on how to advertise the Dorset Dental Helpline number (Tel: 01202 854443) and checking that local dentists are displaying current information on costs.

If you'd like to help us with this project or make a comment about NHS Dentistry – please contact Louise Bate on 0300 111 0102.

Boscombe & Springbourne Health Centre 5 months On

Since opening on July 1st 2009, Boscombe and Springbourne Health Centre has been a great success, welcoming over 5000 patients through its doors, accessing their free walk-in and pre-booked GP services between 8am and 8pm, 7 days a week.

As well as running Swine Flu and Stop Smoking clinics, the health centre is also vaccinating frontline eligible staff, including Bournemouth Council, Pharmacists and Dentists in the area. In addition, anyone can book an appointment to have their seasonal Flu jab (£8 for non registered patients).



For more information, please call 01202 727969 or go to www.nwic.org.uk

Boscombe and Springbourne Health Centre is located on 11 Shelley Road, Boscombe, BH1 4JQ.

LINKs COMPETITION WINNER!

The last LINKs competition was held from September until 1st December. We asked people to tell us about their last health or social care experience. One winner was selected at random by Help and Care volunteer befriender, Pam Cresswell. Thank you to Pat for picking the winner, who is Mr Peter Frisby from Poole. Congratulations!

Take part in our new survey on the last page of this newsletter and you could win a £20 Tesco voucher.

Food Banks in Bournemouth and Poole

Did you know that there are Food Banks in Bournemouth and Poole? Having no food to eat can be a distressing situation, and these two charities provide food parcels to people in genuine need, including families, so that they don't go hungry. Donations are collected from local people, groups, churches, schools and more. If you would like to donate something to the Food Bank this Christmas the contact details are below. Here is a list of some of the most popular items of food that are always needed:

*UHT or Powdered Milk / Sugar / Fruit Juice (long life, not fresh)
Tinned Soup / Cereal / Pasta / Rice / Baked Beans / Pasta Sauce
Tea Bags / Instant Mash Potato / Biscuits / Treats for children*

To donate, volunteer, or find your nearest collection point, contact:

Bournemouth Food Bank, Tel: 01202 900979 (10.30am – 1pm)
www.bournemouthvineyard.com/index.php?page=food-bank

Poole Food Bank, Tel: 01202 669566
www.faithworkswessex.org.uk/poolefoodbank.htm

Merry Christmas and Happy New Year

Merry Christmas and a Happy New Year to all LINKs participants and readers of this newsletter. Thank you for your continued support during 2009.



Mr Peter Frisby collects his LINKs competition prize, a £50 Christmas Food Hamper from The Natural Larder in Westbourne and two tickets to pantomime.



LINKs Survey

Win £20 Tesco Voucher

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Win £20 Tesco Voucher

LINKs Survey

Win £20 Tesco Voucher

LINKs Survey

Win £20 Tesco Voucher

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Contact Us

Tel: 0300 111 0102
(local rate number)

Freepost Address:

Freepost Licence No.
BH1902, LINKs, 896
Christchurch Road,
Bournemouth, BH7 7HE

Email:
contact@makesachange.org.uk



YOU TELL US!

Win a £20 Tesco Voucher

Take part in this survey for your chance to win a £20 Tesco voucher. Post, email or call us with your answers by **Friday 29th January**. If you would like a separate copy of this survey, either on paper or electronically, please let us know.

We want to find out more about your experiences of elderly care, please fill in this small survey to help us:

- 1. Do you think that older people across Dorset are treated with dignity and respect by health & care services? Yes / No

Please give us an example:

- 2. Are you a person living with dementia or a carer for someone with dementia? Yes / No

Please tell us about your experiences, good or bad:

- 3. What would improve elderly care services?

- 4. Which area are you from?

- Bournemouth
- Poole
- Dorset

Thank you for taking part, we appreciate it. There will be more information about this important topic in our next newsletter.